

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (B7) Information Technology Investment Budget Formulation Tool (ITIBFT) Enhancements

TA No:	105-Rev8		
Task Area Monitor:		Alternate Task Area Monitor:	None
NASA POC:	None	Software Control Class:	Low Control
Type of Task:	Recurring Task		

2. BACKGROUND

The Office of Chief Financial Officer (OCIO) prepares the Information Technology Budget. Previously the budgets were kept on spreadsheets. The budget is populated based upon WBS level 2 and by Budget element. OCIO has automated this tool named ITIBFT and uses it for the IT data call to the center.

3. OBJECTIVE

The objectives of this task are to gather requirements for the enhancements of the Information Technology Investment Budget Formulation Tool and develop and implement the enhancements defined and approved by the TAM.

4. GENERAL IT SUPPORT SERVICES

Maintenance of Software Developed By or For LaRC:

The Contractor shall consult with the customer to identify customer's support requirements and expectations.

As part of the standard maintenance service the Contractor shall:

- ~ Proactively monitor the application/site for service interruptions and functional anomalies. The Contractor shall immediately notify the TAM and the customer of problems that impact the site's services, functioning, or security.
- ~ The Contractor will respond to customer support calls. They shall analyze problems, and interface with cognizant IT personnel as needed to resolve problems. Implement corrective action in a timely manner.
- ~ Provide application administrative support as requested by the application POC.
- ~ Coordinate any disruptions in service caused by application maintenance or modification and underlying product upgrades (i.e., Cold Fusion, Oracle, etc.) with the appropriate application customer and the TAM.

Customer Support and IT Consultation and Training:

The Contractor shall provide product maintenance and customer support to each of the websites and applications identified in the Work Area Services of this task.

Support shall be provided during normal business hours Monday through Friday, except scheduled LaRC holidays.

The government shall make reasonable request to the contractor for support required outside of the core hours.

General IT Support Services Performance Metrics

Performance Standard: Cost reports allow the government to accurately track the costs of development.

Performance Metrics:

Exceeds: The contractor provides to the TAM a monthly report by the 10th of the month, containing all of the information as stated in the work area requirements. All overruns are highlighted, explained, and revised estimates provided.

Meets: The contractor provides to the TAM a monthly report by the 15th of the month, containing all of the information as stated in the work area requirements. All overruns are highlighted, explained, and revised estimates provided.

Fails: The contractor does not provide to the TAM a monthly report by the 20th of the month, containing all of the information as stated in the work area requirements. Overruns are not highlighted, explained, and revised estimates are not provided.

Performance Standard: Product quality meets customer expectations.

Performance Metrics:

Exceeds: Product performance exceeds customer's documented requirements and expectations. Product provides service to the customer beyond anticipated use requirements. Customer provides written or verbal communication indicating the same.

Meets: The product performs as documented in the requirements and meets customer needs. Customer is satisfied with product and uses in the manner intended.

Fails: Product does not perform as documented in the requirements and customer expectations are not met. Customer is not satisfied with product and cannot use in the manner intended.

Performance Standard: The contractor delivers product within costs and schedule.

Performance Metrics:

Exceeds: The contractor delivers application to the customer prior to scheduled delivery date and under cost.

Meets: The contractor delivers application to the customer on scheduled delivery date and within cost.

Fails: The contractor delivers application to the customer after scheduled delivery date and/or exceeds stated cost by more than 10%.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

Project Title: Enhancements of Information Technology Investment Budget Formulation Tool

LaRC Software Manager:

Software Software Control Class: Low

Responsibilities of Contractor and LaRC personnel: The contractor shall design, develop, prototype, code, and test software to meet customer requirements. The government shall monitor the progress of the development and work with the customer and the contractor to ensure the product meets the customer's needs and functions as expected.

Requirements:

A. The task will require a phased approach to implementing the identified enhancements. A completed requirements document will be required for all phases identified by the TAM. The purpose of the requirements document is to describe how the application will perform. It provides the contractor's development staff with critical information on the application's flow, security requirements, processing guidelines, and application purpose.

B. Each task will require a Software Project Management Plan (SPMP). The SPMP describes how the contractor will meet the development requirements, move the final product into production, maintain it, and provide customer support. At a minimum the SPMP shall contain the following:

1. Schedule - Describes the development timeline. The milestone date is defined as the date the completed item is delivered to the POC. All reviews, actions, and responses shall be conducted prior to this date.
2. Product Demonstration Plan - The contractor shall demonstrate the product to the customer and LaRC Software Manager at 50, 75 (if necessary), and 95 percent completion for Release 1 and Release 2.
3. Implementation Plan - Describes how the contractor will migrate the application from the development to the production environment. The plan shall include the testing of the application once it is placed into production.
4. Customer Support Plan - Describes how the contractor will provide help desk support to application users. The plan shall include:
 - a. Support contacts, phone numbers and email.
 - b. Tracking mechanisms available to the customer once a problem/question is submitted.
 - c. How the contractor will communicate with the customer (or the support requester) progress on resolving the problem and when resolution is reached.

5. Test Plan - The goal of testing the application is to ensure the final product meets all customer requirements and is of high quality. The test plan is the procedure the contractor performs to meet this goal. The plan shall address the customer's participation in the testing of the application and also address testing in both the development and production environment.

6. Configuration Management Plan - Describes how the contractor will maintain configuration control of the software and documentation.

Constraints:

1. Policy

All applications shall be developed in accordance with all government policy.

2. Documentation

The contractor shall provide the customer with a copy of all documentation via CD at project closeout.

3. Product Development

The contractor shall place the software under configuration control.

The Contractor shall develop sites using Center and Agency products of choice unless approval of the Technical Monitor is received.

Acceptance Criteria:

Application/site works as documented, customer can use application/site as required, application is in compliance with all policy, and all documentation is current and retained via CD.

6. WORK-AREA SPECIFIC SERVICES

Work Area Title: ITIBFT Release 3.3

LaRC Manager:

Work Area Description: Provide development and implementation support for ITIBFT Release 3.3

Work Area Requirements: Specific requirements for ITIBFT Release 3.3 are as follows:

1. Application Portfolio Summary Report:

a. When you run the report by Investment Roll-Up Name, Un-Funded - modify the report display to summarize the investments not included in an Investment Roll-Up name and display each individual investment name and org code under the appropriate sub application portfolio category.

b. When you run the report by Investment Roll-Up Name, add a total line for each sub portfolio category in all of the application portfolio areas. The investment names have been added but the total for each individual investment is not displaying correctly. It appears as

though it is duplicating the sub portfolio total for each investment. Should be to corrected.

c. Add a search criteria to display the report by Application Portfolio Summary. If this was selected, the report display would be similar to the example listed above but it would be for all investments in the current session not just those in the roll-up name like above. And you would only have to display each Application Portfolio and sub app category once to provide an overall summary view.

d. Modify the default display of the report to be In-Guide, but have the selection criteria to have the Options of In-Guide, Unfunded, or Both for the funding type. Appears to be completed, but requires validation that it is complete and the totals are displaying correctly. Currently, if you run it by In-Guide, the total for the App Portfolio is incorrect. It looks like the total is doubled, counting the total once for the investment name and then again for the sub portfolio. The selection Criteria of both (Unfunded and In-Guide) is incorrect as well as the display information.

e. Modify the DME and SS to have the first year in the PPBE cycle be stand alone and then the next 2 years broken out for DME and SS. Needs to be incorporated with the FY Rollover process so that when a FY rollover is performed the corresponding years display appropriately. After a FY Rollover, the DME/SS values should shift during the first 3 years of the PPBE period. For example, if a rollover is performed for PPBE 2011, the new PPBE 2012 period would delete the 2009 DME/SS values, 2010 DME/SS would be consolidated, 2011 and 2012 values would be broken out based on the last saved session prior to a FY Rollover.

2. On the IT Investment Roll-Up Report: Add CAS Appropriation Type as a selection criteria on the driver screen.

3. Investment Delta Report Add the ability to compare the last saved session in a PPBE against any of the sessions (both saved and current) in the new PPBE. For example, I want to compare the last saved session in PPBE 2010 against any of the saved sessions in PPBE 11. Need the flexibility to compare out of cycle PPBE sessions such as comparing PPBE 10 against a PPBE 12 session. In addition, need to include the capability to drill down by Investment Name and then the IT Categories and Appropriations for each Investment Name.

4. IT Investment HQ Data Call Report:

a. Add a total line for CMO on the CMO WBS Total table.

b. Modify the FTE/Costs table to break out the Appropriation for each selected IT Investment Name and IT Investment Roll Up Name.

c. Add a new table for each IT Investment Name and IT Investment Roll Up name to display WYE/Break Out of Each FY budget by Appropriation.

5. Modify the IT Investment Summary screen to display Sub Application Portfolio categories and associated totals if the IT Category = Application Portfolio.

6. Implement the capability for the Organization Financial Focal Point role to have an override capability to submit all investments within their assigned organizations at once. The current capability for the Organizaton Financial Focal Point to submit one investment at a time should remain in place. This enhancement is in addition for the existing capability for this role.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held once the team has agreed on a time schedule. The contractor Software Manager or alternate is required to attend. Technical performance, timeliness, and cost will be discussed. The contractor software manager is responsible for documenting the minutes of the meeting and providing them to the TAM.

11. PERIOD OF PERFORMANCE

This TA is effective from 12/15/04 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50% Timeliness: 50%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. GOVERNMENT ESTIMATED COST

15. FUNDING INFORMATION

Funding has not been entered for this TA.

16. MILESTONES

None required.

17. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Monthly status report of activities accomplished for ITIBFT.	Within 10 business days following the end of the monthly reporting period.
2	Application (new development or upgrade) documents.	Within 10 business days following customer agreement to pursue development or upgrade.
3	Production Application/Web Site to the Customer	As documented in the schedule.
4	SPMP	As requested by the customer.

18. FILE ATTACHMENTS

None.